



June 10, 2013

VIA ELECTRONIC SUBMISSION

Marlene Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re.: *Ex Parte* disclosure pursuant to 47 CFR § 1.1206(b) in CG Docket Nos. 10-207 and 09-158 (Bill Shock) and CC Docket No. 98-170 (Truth in Billing)

Dear Ms. Dortch:

On June 5, the following individuals met with Mark Stone and Kris Montieth of the Consumer and Governmental Affairs Bureau: Corrine Yu and Cheryl Leanza, The Leadership Conference on Civil and Human Rights; Hazeen Ashby, National Urban League; Edward Carlson, National Council of La Raza; Michael Scurato and Randy Abreu, National Hispanic Media Coalition; and Jason Lagria, Asian American Justice Center. We met to discuss the Commission's latest efforts to help consumers with voluntary wireless usage alerts to help prevent bill shock.

Mr. Scurato reviewed our coalition's activities with respect to bill shock including meeting with Bill Friedman and other staff about 1 year ago where we gave feedback on the bill shock portal. We were pleased to know that the FCC followed some of our advice when the portal was updated and we look forward to continuing to provide suggestions to improve the portal.

We expressed concerns that three percent of wireless customers still do not receive wireless usage alerts because their service providers are not part of the voluntary agreement. We also noted that non-English speakers are only receiving alerts in English.

We discussed our efforts to meet with the wireless industry. So far we have met with four major carriers, AT&T, Verizon, T-Mobile, and Sprint, as well as CTIA to share our perspective and learn about their efforts to provide and educate consumers about usage alerts. Because it is in all everyone's interests to have an effective alert program, we are very interested in evaluating the effectiveness of the voluntary alert agreement. Our coalition's goal is to work productively with industry to strengthen their alerts and to act as a resource to them in improving their consumer outreach, especially to communities we represent. We also expressed concern that some consumers may view the alerts as a potential upselling from carriers. Carriers have been varied in their response to our requests for in-language alerts and we have also discussed the possibility of non-English support from the carriers. We look forward to sharing more feedback about the alerts from our communities with the Commission.

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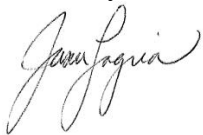
We also expressed our disappointment that there was not greater civil rights and public interest group participation at the April 17 bill shock workshop. Staff for our organizations called the FCC and requested to participate, and while we support and collaborate with Consumers Union, who appeared on two panels, communities of color were not represented. We look forward to continued dialogue with the Commission on how it can educate consumers regarding the alerts.

Ms. Ashby inquired whether the Commission collects data on the amount of revenue that companies receive in overage fees and we thank the Commission for pointing us to where we could possibly find this data. We also discussed how the Commission can determine the effectiveness of the alerts. We urged the Commission to follow Commissioner Rosenworcel's suggestion to conduct a study one year into the voluntary program. We also asked the Commission to have more detailed complaint statistics that track bill shock complaints and noted the Commission already tracks "cramming" as its own category. We are encouraged to hear the Commission will have more granular complaint data for the first quarter 2013 report.

We also noted the GAO recommended the Commission do a better job of educating consumers that can complain about their services. We asked the Commission to conduct a poll about bill shock because the Commission would need evidence if it were to take action beyond the agreement. We emphasized that all involved parties agree on the outcomes of the voluntary alerts program and that education falls under the umbrella of digital literacy. We also noted that usage based billing practices make bill shock more relevant for mobile broadband users, which are more likely to be communities of color.

Finally we discussed various ways for consumers to learn about various FCC programs and how to file a complaint such as hosting an "ask me anything (AMA)" thread on Reddit.com. Other options we discussed included listing carriers' customer service Twitter handles on the web portal and a text message option for complaints.

Sincerely,



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